



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Louise Matsakis
MuckRock News
DEPT MR 59803
411A Highland Ave
Sommerville, MA 02144-2516

FEB 28 2019

Re: FOIA-2019-00387
Complaints related to Facebook
(Facebook.com)

Dear Mr. Matsakis:

This is in response to your request dated January 30, 2019 under the Freedom of Information Act seeking access to "complaints filed with the FTC related to the social network Facebook (Facebook.com) between January 1, 2015 and the present." In accordance with the FOIA and agency policy, we have searched our records on February 12, 2019.

We have located 22,775 responsive complaints. I am granting partial access to the accessible records. Portions of these pages fall within one or more of the exemptions to the FOIA's disclosure requirements, as explained below.

We are withholding in full all but about 200 consumer complaint records. "Comment" data fields in the complaints are populated entirely at the discretion of consumers, and the resulting narratives often include personal and identifying information that is exempt from public disclosure (see FOIA Exemption 6 below). When a record includes exempt and non-exempt information, the agency will take "reasonable steps" to "segregate and release nonexempt information." 16 C.F.R. § 4.11 (a)(1)(iii)(A). But when doing so would impose an *unreasonable* burden on the agency, the agency need not segregate nonexempt information and may instead withhold the information in full.¹ Manually reviewing hundreds of consumer comments would constitute an undue burden on the agency.

You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

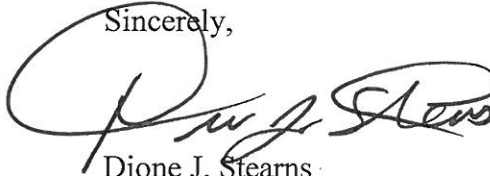
¹ See *Ayuda, Inc. v. FTC*, 70 F. Supp. 3d 247, 276-77 (D.D.C. 2014).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580, or via email at FOIAAppeal@ftc.gov, within 90 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

You also may seek dispute resolution services from the FTC FOIA Public Liaison Richard Gold via telephone at 202-326-3355 or via e-mail at rgold@ftc.gov; or from the Office of Government Information Services via email at ogis@nara.gov, via fax at 202-741-5769, or via mail at Office of Government Information Services (OGIS), National Archives and Records Administration, 8601 Adelphi Road, College Park, MD 20740.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Christine Ford at 202-326-3352.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns", written over a large, loopy initial "D".

Dione J. Stearns
Assistant General Counsel